

COMMUNITY SERVICES MANAGER CITY OF PLEASANTON, CALIFORNIA





THE COMMUNITY

The City of Pleasanton, with a population of just over 70,000, has the well-deserved reputation of being one of Northern California's premier communities to live, work and raise a family. Situated 45 minutes southeast of San Francisco, Pleasanton is easily accessible due to its close proximity to two major highways (I-680 and I-580) and the BART system. A number of well-known companies (Kaiser Permanente, Safeway, Oracle and Roche Molecular Systems to name a few) have a major presence in Pleasanton, whether on their own campuses or in one of the City's many business parks. The City boasts a highly educated and skilled workforce and is often referred to as the "second Silicon Valley".



Shopping opportunities abound in the City, from the very successful and diverse regional mall, the Stoneridge Shopping Center, to Pleasanton's historic downtown. The latter, a pedestrian friendly destination, includes the quintessential Main Street lined with unique boutiques and tempting restaurants. Many events are held under the Pleasanton arch in downtown, which has become a gathering place for its residents.

The strong community heritage in Pleasanton is seen in its appealing, family-oriented neighborhoods with well-cared for homes and manicured parks and trails. The City's unique amenities include the recently restored Alviso Adobe which provides a historic and cultural interpretive experience and a glimpse into three significant periods of the City's history. There are four golf courses in the immediate area, including the City's own Callippe Preserve Golf Course, rated in the top ten of "America's Best New Public Golf Courses" by Golf Digest. Most recently, the Firehouse Arts Center, a historic fire station built in 1929, will celebrate the three year anniversary of its opening in September 2013. The facility features a 227-seat flexible studio theater, an art gallery space, two large art classrooms, and a spacious grand lobby. This latest addition will add to the economic vibrancy of the historic downtown.

Pleasanton schools are considered a community asset. Twelve out of 14 Pleasanton schools received the California Distinguished School designation and the district is proud to have talented students with SAT scores that are among the highest in Alameda County. The highly committed and involved group of community members contribute to the City's quality of life. Consequently, Pleasanton has been selected as a "best city to live" on a number of occasions.



THE VISION

Within the organization, the City has adopted a set of values to govern the way we do business. This vision is now the guiding force in our organization. We have committed that our organization:

- Provides excellent customer service at all levels;
- Has a management team that leads by example, where strength of character, dedication, problem-solving and integrity count;
- Endorses continuous learning to assure employees have the skills to provide effective services and the training and education to prepare for career advancement opportunities;
- Fosters open and honest communication among all employees, across all departments and with the public;
- Is driven by clear objectives where strong performance is rewarded;
- Operates as one cohesive organization, not isolated departments, fostering collaborative interdepartmental partnerships with all employees for organizational and community problem-solving;
- Values all members of the organization and the community.



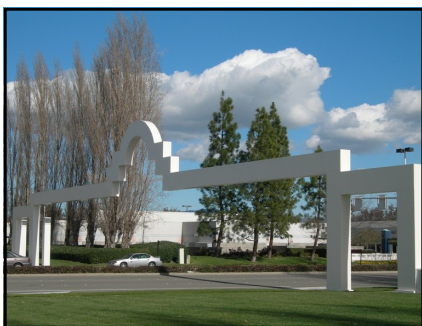
ABOUT THE COMMUNITY SERVICES DEPARTMENT

The Community Services Department manages community service programs and facilities. The Department is responsible for performing, literary and visual arts, environmental education, youth and teen activities, tennis, preschool, special events, contract classes, aquatics, youth and adult sports, field/facility rentals, senior services, adaptive recreation and para-transit services.

The Department is divided into three divisions, Civic Arts, Human Services, and Recreation. The Department administration is provided by a Director of Community Services, three Community Services Managers, a management analyst, and two office assistants.

THE POSITION

The Community Services Manager has the responsibility for the management of multi-disciplinary programs that include: Gingerbread Preschool, Youth and Teen Programs, Senior Assistance Programs, Recreational Activities for the Developmentally Disabled, Para-transit Services, Fee Assistance Program, Promotions and Marketing, the implementation of the Human Services Needs Assessment, oversight of two recreation facilities, and the Community Grant program.



The Community Services Manager supervises a variety of positions including full-time, part-time and volunteer support staff. In addition to managing the Human Services Division, the position serves as staff liaison to Human Services Commission, makes presentations to the City Council, Human Services Commission and community organizations, coordinates projects among a variety of committees, contractors, staff and outside agencies, develops and monitors multiple program budgets and generates additional resources through fundraising and grant writing activities.

The Community Services Manager:

- Provides highly complex administrative support to the Director of Community Services.

- Selects, trains, motivates, supervises, and evaluates program staff; assigns, reviews and oversees the work of all assigned staff.
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- Develops and implements goals, objectives, policies and procedures in areas of responsibility and assists in assessing and developing goals and objectives for the Department to meet the needs of the community.
- Determines need for contractual services, equipment and supplies and makes recommendations to the Director.



- Develops, manages and monitors program budgets; prepares budget related reports; forecasts revenues and funds needed for staffing, equipment, materials and supplies.
- Secures grants and sponsorships to support related programs; manages community and fundraising events.
- Prepares staff reports and makes presentations to various commissions, committees and community groups; serves as a liaison to community groups, school districts, outside agencies, developers, contractors and other departments.
- Attends and participates in professional organizations' functions; serves on these organizations' boards and committees; stays informed on current trends and developments related to community services programs.
- Serves as the Director of Community Services in his or her absence; and supports other Department management staff in their absence.

ABOUT THE DIRECTOR OF COMMUNITY SERVICES

Susan Andrade-Wax joined the City of Pleasanton as Director of Community Services in November of 2008. Susan came to the City with 24 years of experience within the Parks and Recreation profession, along with five years as professional Recreation Therapist. Susan's extensive involvement in local and national professional organizations fosters an environment that encourages innovation, embraces change and welcomes opportunities. Her commitment to making a difference in the community and passion for the profession results in a positive work environment and an energized staff.

THE IDEAL CANDIDATE

The "ideal" candidate for Community Services Manager will be an organized, detail oriented, poised professional with a strong customer service orientation. Any equivalent combination of training and experience that would provide the knowledge, skills and abilities required to perform the essential duties of the job. A typical way to accomplish this would be a bachelor's degree from an accredited college or university with major coursework in recreation administration, leisure studies or closely related field; and four years of supervisory experience in the profession. Municipal work experience preferred.

The "ideal" candidate will also possess:

- Knowledge of modern principles and practices of administration and program development in recreation and community services.
- Knowledge of principles and practices of administration, budget and personnel management, including methods used in supervision, training, performance management and staff development.
- The skill to plan, organize and direct the activities of programs and facilities in areas of responsibility.
- The ability to exercise independent judgment and effectively respond to issues and concerns from the community.
- The skill to establish and maintain effective working relationships with public groups, agencies, the media and city staff.
- The ability to develop and administer program budgets, negotiate contracts, prepare and analyze complex reports, analyze, interpret and explain department policies and procedures.
- The ability to work with Director to establish a long-term plan and vision for the recreation and community services function that involves input from staff and others in the community.



COMPENSATION AND BENEFITS...

The control point for this position is \$8749 per month; the starting salary is commensurate with qualifications and experience. The City also provides a competitive benefits package.

TO APPLY...

If you are interested in this outstanding employment opportunity, please consider submitting your application online by September 6, 2013 at:

WWW.CITYOFPLEASANTONCA.GOV

**OR BY MAIL TO:
ATTN: SAIDA GLOVER
HUMAN RESOURCES
CITY OF PLEASANTON
P.O. Box 520
PLEASANTON, CA 94566**

Following the closing date, resumes will be screened according to the qualifications outlined above. The most qualified candidates will be invited to an oral board interview with the City, tentatively scheduled for the week of September 30, 2013. A select group of candidates will be asked to provide references once it is anticipated that they may be recommended as finalists; references will be contacted only following candidate approval. Final interviews will be held with the Director of Parks and Community Services. Candidates will be advised of the status of the recruitment following selection of the position. If you have any questions regarding this recruitment, please contact Saida Glover at (925) 931-5055.